

MTAC Task Team 23 Status Webinar

Agenda

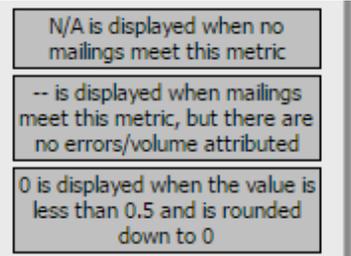
- February MTAC Action Items
- MTAC Workgroup Updates
- Task Team 23

February MTAC Action Items

- Action: Update and Review Guides
 - Status: Guides updated with upcoming enhancements and posted to RIBBS
 - Mail Entry Roadmap:
https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf
 - Palletization Fact Sheet:
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServicePalletizationFactSheet.pdf
 - Guide to eInduction:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides//Guide_to_eInduction.pdf
 - Guide to Seamless Acceptance:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSeamlessAcceptance.pdf
 - Guide to Mailer Scorecard:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuideToMailerScorecard.pdf
 - Assessable Metrics:
https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/Assessable_Metrics_by_Program.pdf
 - Guide to Postage Assessment:
https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/GuidetoPostageAssessment.pdf

February MTAC Action Items

- Action: eInduction Mailer Issues
 - Identify mailers with low container scan rate who include container barcodes in the eDoc that are not physically produced
 - Identify mailers that include containers on paper 8125/8017
 - Identify mailers flagging containers as eInduction who are not enrolled
 - Status: Ongoing; a weekly process is in place to identify mailers with all three issues and contact them
- Action: Review Use of N/A on Mailer Scorecard
 - Status: Scorecard legend updated in R41 (see screen shot) →
- Action: Post list of BMS Analysts and covered territory
 - Status: List is posted here:
https://ribbs.usps.gov/bma/documents/tech_guides/BMSAnalystDirectory.pdf



N/A is displayed when no mailings meet this metric
-- is displayed when mailings meet this metric, but there are no errors/volume attributed
0 is displayed when the value is less than 0.5 and is rounded down to 0

February MTAC Action Items

- Packages
 - Action: Review logic for Mail Direction File with MTAC UG2
 - Action: Update Pub 205 with adjustments logic and review with MTAC UG2
 - Action: Request and provide human-readable labeling lists
 - Status: Completed

February MTAC Action Items

Sampling Marked Copies

- Action
 - Develop new interim and final processes to sample marked copies
- Proposal:
 - Mailer submits postage statement
 - Clerk finalizes postage statement
 - *PostalOne!* PBV determines Ad % verification is needed
 - Clerk finalizes postage statement
 - Notification is made to the publisher to provide marked copy. Publisher has 30 days to provide marked copy
 - If mailer had incorrect advertising percentage, *PostalOne!* will make adjustment to original postage
 - If USPS notes that advertising percentages are consistently incorrect, we will revert to current requirements industry-wide

MTAC Workgroup Updates

MTAC 151: Humidity Testing

- Humidity Testing Feb-Mar 2014
 - Testing conducted Feb-Mar 14
 - Goal: Establish threshold for seamless weight verification using 1-3-30 process
 - Testing was performed in 6 environmental zones
 - No significant difference between eDoc and sampled weight
 - Agreed to leave threshold at 1%
 - Re-test: Summer for higher humidity
- RRD Test March 2015
 - Tested 3 RRD locations for weight variance during run on single publication
 - Testing shows a 2-10% variance in weights
- Humidity Testing Summer 2015 Proposal
 - USPS to test summer month humidity June & August 2015
 - Mailers: Quad/RRD will select participating sites and flag containers and bundles
 - At origin, USPS will sample pieces
 - At destination SCF, USPS will sample same pieces for weight changes

MTAC Workgroup Updates

MTAC 143: Undocumented Pieces

- Pieces that are barcoded, but not included in eDoc, are “Undocumented”
- Common causes:
 - No eDoc for machinable, single-piece, or certified mailings
 - Piece marked as wasted/spoiled in the eDoc and then re-submitted as full-rate
 - Mailing was never finalized
- Mailers are responsible for ensuring postage payment for all mailpieces, regardless of the undocumented threshold
 - Uniquely barcode all mailpieces AND include every barcode in eDoc
 - If a piece is barcoded and not included in eDoc, piece count verification must be performed
- BMS Analysts determining causes for Undocumented and plan for verification of pieces
 - Example: If pieces are sent to reject bin and full rate postage is paid, is documentation available to show IMb, rejection reason, and how piece was handled?
- Seamless Parallel Mailers must have a process for verifying undocumented pieces before switching to Seamless Acceptance
 - Provide reasons why mail cannot be included in eDoc
 - Provide verification plan and documentation to USPS Representative

Task Team 23: Overview

MTAC Task Team 23 monitors the progress of deploying Trend-Based Verifications

- USPS has four focus areas for addressing Task Team 23 concerns:
 - Communicate Thresholds
 - Validate Data Distribution
 - Validate System Stability
 - Validate Data Quality

Communicate Thresholds

USPS created and posted Assessable Metrics and Thresholds reference guides to RIBBS

- Assessable Metrics: [Click here](#)
- Thresholds: [Click here](#)

Validate Data Distribution

- Guide to Postage Assessment documents process
 - Assessment reports generated on 11th of month
 - eDoc submitter receives notification email
 - Assessments assigned to eDoc submitter
 - Report shows mail owner contribution to error %
 - eDoc Submitter can pay or request review
 - Within 10 business days
 - Pay with eDoc Submitter or Mail Owner's permit
 - Mail owners receive notice if permit used to pay assessment

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/GuidetoPostageAssessment.pdf

Validate System Stability

- Developed performance metrics, posted to RIBBS weekly
 - eDoc Processing: Upload and postage statement generation time
 - Report Availability: Timely results returned during core hours
 - Data Availability: Time for information to display in Mailer Scorecard from postage statement finalization or a scan
 - Mailer Feedback: Is ACS data available to Full-Service mailers on time?
- Developing enhancements to improve performance and meet SLAs

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/TT23MetricsWeeklyPerformance.xlsx

Validate Data Quality

- USPS is comprehensively test error logging, reporting, and assessment

- Engage Industry Once Complete:
 - Test Scripts Created
 - Test Scenarios Created
 - Rules for Engagement Created
 - Once internal testing is complete for a mailing scenario, a mailer will be contacted to help validate results

Appendix

Full-Service Verifications

MID	Invalid MID in IMb, IMtb, IMcb
STID	Invalid STID in IMb
By/For	Missing or Invalid Mail Preparer/Mail Owner
Barcode Uniqueness	IMb, IMtb, IMcb is used more than once in 45 days
Entry Facility	Locale Key or Postal Code aren't a USPS facility
Unlinked Copal	Tray is marked for copalletization but is not later associated to a pallet

Top Full-Service Errors in April 2015

Verification	Threshold	Error %
Unlinked Copal	5%	1.27%
Piece By/For	5%	9.29%
Piece Uniqueness	2%	2.43%

Move Update Verification

A COA is logged and the later of the COA create date and COA effective date is between 95 day and 18 month of postage finalization

Drilling down on the Mailer Scorecard Move Update metric may potentially reveal the following error code

Error Code	Description
7907 - Error	A mailpiece received an associated COA record where the later of the COA create date and COA effective date is between 95 days and 18 months.

Move Update Errors in April 2015

	Threshold	Error %
Move Update	0.8%	0.17%

eInduction Verifications

Payment	IMcb was included in eDoc but the eDoc was never finalized
Undocumented	No eDoc with the IMcb AND MID in IMcb is registered for eInduction
Duplicate	Same IMcb was scanned on different appointments
Misshipped	Container was entered at the wrong facility per the MDF. Checks the overall container destination zip and entry facility type.
Entry Point Discount	Container includes mail that claims an entry discount that's invalid at the entry location
Zone	Container includes mail that claims the wrong zone price

eInduction Errors

Verification	Threshold	Error %
Payment	0.00%	0.08%
Undocumented	0.00%	0.35%
Duplicate	0.33%	0.15%
Mis-shipped	2.00%	0.97%
Entry Point Discount	TBD	0.29%
Zone	0.02%	0.39%

Introduction: Misshipped vs EPD

Misshipped

Container was entered at the wrong facility per the MDF.
Checks the overall container destination zip and entry facility type.



MDF Allows Entry At:
Dulles P&DC



Container Scanned At:
Baltimore P&DC

Entry Point Discount

Container includes mail that claims the wrong discount type for the entry facility type

Valid Entry Discounts for:
Philadelphia NDC



Actual Container Contents at:
Philadelphia NDC



Seamless Acceptance Census Verifications

Undocumented

IMb was scanned and can not be found on any eDoc

Delivery Point

Last 11, 9, or 5 digits of the IMb (the delivery point) do not exist as a delivery point in the USPS

Nesting/Sortation

Piece was placed on a different tray or bundle than was included in the eDoc

Seamless Acceptance Errors March 2015

Verification	Threshold	Error %
Undocumented	0.80%	0.19%
Nesting/Sortation	3.00%	0.0%
Delivery Point	5.00%	0.02%

Seamless Acceptance Sampling Verifications

Postage

Postage Payment Method or Postage Affixed amount on the piece are different than was included in the eDoc

Weight

Piece weight is different than was included in the eDoc

Mail Characteristic

Piece was paid at Standard Mail price but the content should make it a First-Class piece OR piece is paid at a Non-Profit piece but the content should make it a Regular price piece

Barcode Quality

Piece had a unscannable barcode and was included in a mailing that only had automated price pieces

Nesting/Sortation

Piece was placed on a different container, tray, sack, or bundle than was included in the eDoc

Seamless Acceptance Errors March 2015

Verification	PAF	Error %
Nesting/Sortation		1.16%
Postage	1.05	0.21%
Weight		2.07%
Mail Characteristic	1.05	0.01%
Barcode Quality	1.05	0.00%

Rules for Engagement

- Participating mailer is selected and contacted by BMS who will share the test plan/script
- BMS reviews program capability and applicable metrics with the mailer. BMS receives concurrence from mailer on which of these metrics will be tested.
- USPS provides a requested test timeline
- Mailer provides test results to the BMS Analyst before the end of the test period
- Test tracker is updated with results from the mailer

Trend-Based Verifications

- Track quality across all mailings in a calendar month and present results in the Mailer Scorecard using automated verification
- Checking for two key items:
 - Was USPS paid for every mailpiece entered?
 - Was each mailpiece prepared correctly for the discounts received?
- USPS contacting mailers over a threshold and working with them to improve mail quality before introduction of assessments

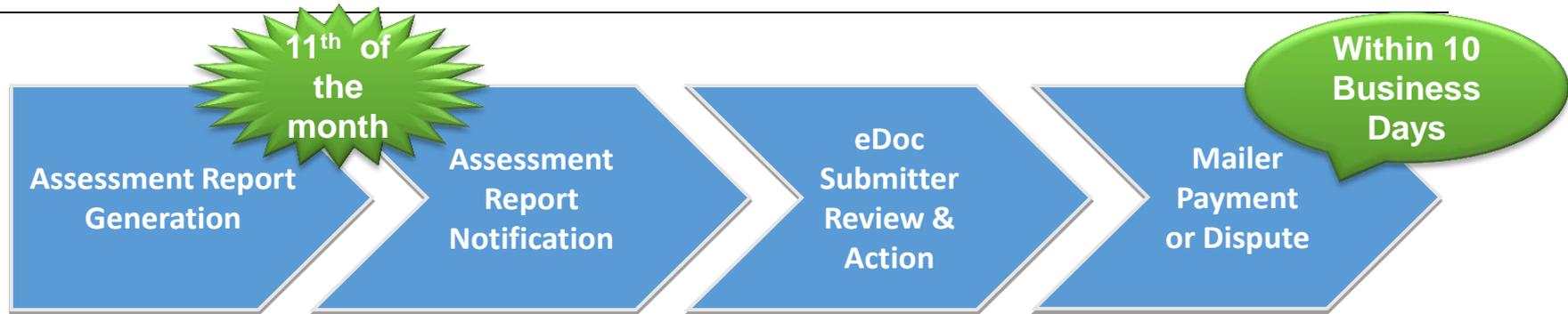
Mailer Scorecard		MARCH 2015	
Verifications			
Mailer Profile	Electronic Verification	eInduction	Seamless
<input type="radio"/> # Metrics <input type="radio"/> # Trending <input checked="" type="radio"/> % Metrics <input type="radio"/> % Trending			
		Electronic Verif	
eDoc Submitter	Total	94539986	
		Mailing Company	
		A	
# Containers processed for eDoc validations	33	33	
# Handling Units processed for eDoc validations	219	219	
# Bundles processed for eDoc validations	1,300	1,300	
# Pieces processed for eDoc validations	9,466	9,466	
# Full-Service Containers processed for eDoc validations	33	33	
# Full-Service Handling Units processed for eDoc validations	139	139	
# Full-Service Orphan Handling Units processed for eDoc validation	194	194	
# Full-Service Pieces processed for eDoc validations	5,508	5,508	
Full-Service Verifications			
% MID Container Errors	--	--	
% MID HU Errors	13.67%	13.67%	
% MID Piece Errors	--	--	
% STID Errors	--	--	
% By/For Errors	91.19%	91.19%	
% Barcode Uniqueness Container Errors	--	--	
% Barcode Uniqueness HU Errors	--	--	
% Barcode Uniqueness Piece Errors	0.02%	0.02%	
% FS Entry Facility Container Errors	75.76%	75.76%	

Full Service	Move Update	Seamless Acceptance	eInduction
Qualification for Full Service Discount	Compliance with address hygiene rules	<ul style="list-style-type: none"> Payment received at piece level Qualification for rate claimed (class, presort, payment method) 	<ul style="list-style-type: none"> Payment at container level Qualification for entry/zone discount claimed

Assessable Metrics

Full-Service	Move Update	eInduction	Seamless Acceptance
MID	Move Update	Payment	Undocumented
STID		Undocumented	Delivery Point
By/For		Duplicate	Nesting/Sortation
Barcode Uniqueness		Misshipped	Postage
Entry Facility		Entry Point Discount	Weight
Unlinked Copal		Zone	Mail Characteristic
			Barcode Quality

Postage Assessment Process



Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Postage Assessment Summary Report (eDoc Submitter) to see the detailed mail entry invoice information.

Mail Entry Additional Postage Assessment Report Search

Date From:
 Date To:

eDoc Submitter CRID: [Show eDoc Submitter CRID Details](#)
 Mailing Group ID:

Mail Job: Status:

4 records found, displaying all records

eDoc Submitter CRID	Company Name	Assessment Period	Impact from Seamless	Impact from Move/Update	Impact from elnduction	Impact from Full Service Electronic Verification	Additional Postage Due	Adjusted Additional Postage Due	Postage Due	Status	Action
20500634	AB MAILERS	February 2015	\$0.00	\$8.40	\$0.00	\$0.00	\$8.40	\$8.40	\$8.40	Pending Action	Request Review Pay
20550227	XYZ TEST COMPANY INC	January 2015	\$0.00	\$0.00	\$0.00	\$25.31	\$25.31	\$25.31	\$0.00	Paid	Paid
20550228	DEV TEST COMPANY	January 2015	\$0.00	\$0.00	\$0.00	\$14.26	\$14.26	\$14.26	\$0.00	Paid	Paid
20550231	TOMC1	January 2015	\$0.00	\$0.00	\$0.00	\$16.15	\$16.15	\$16.15	\$0.00	Paid	Paid
Totals:			\$0.00	\$8.40	\$0.00	\$55.72	\$64.12	\$64.12	\$8.40		

- ✓ Displays a summary of all assessments that will be due for the calendar month
- ✓ Pay for an assessment or request a review